

	29 Surveys received								
	July, 2006	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service	2		1	3	5	17		
2	Willingness to help you			1	3	6	17		
3	Accuracy			1	1	7	17	1	
4	Knowledge				2	7	17	1	
5	Courtesy				4	6	16	1	
6	Individualized attention			1	4	5	16	1	
	Front Counter								
7	Our telephones were answered promptly	1		1	4	6	14	1	
8	Our office hours are convenient	1	2		9	4	11	1	
	Plan Exam								
9	Phone calls were returned in timely manner	1	1	1	3	5	11	5	
10	Our forms are understandable	3	1	1	6	3	12	2	
11	Our correspondence is understandable	2	1		7	4	12	2	
	Inspection								
12	Our Inspectors are accessible			2	1	8	15	2	
13	Our inspection hours are convenient			3	5	5	13	2	
	TOTALS	10	5	12	52	71	188	19	357
	Percentage	3%	1%	3%	15%	20%	53%	5%	

Department of Building Inspections Customer Survey Comments

WHAT DID WE DO WELL?

With the process being new to me, I was very pleased with all persons whom I dealt with mainly due to their helping me understand what was required.

Performed inspections promptly and answered questions well.

Send this consumer survey.

Your inspector was very professional and courteous.

I think you did well on all points.

I was impressed and appreciated the effort to help me.

Inspections.

Prompt service & help with questions about the requirements.

Prompt date and timing of getting to the job site.

Great.

Prompt response.

Tim was my inspector and he was very good. He was on time and very courteous.

Helped me navigate the process so that I could do it on my own.

Would be helpful to have office hours open another hour (maybe 7:30 – 4:30 pm).

WHAT CAN WE DO BETTER?

Parking needs to be more accessible during your posted hours.

Service!! I received no assistance. All I wanted to do was what was required of me; get the inspection done. I would like to talk with the overall Supervisor, not the staff I dealt with. This dept. needs a real work over. What a tax waste. Do you really care? Thank you – Just another voter and tax payer. - (Home owner was called by our Building Commissioner, checking to see where our DBI service was lacking. We found the issues were not with our department but instead the issues the home owner had were with the Electrical Department (IBI). We called the Electrical Department to let them know of the home owners comments and faxed to them a copy of the survey sheet).

Keep up the good work.

Since I'm a first time user of your services, I don't feel qualified to answer this question.

Handling of applications.

Since this was my first experience I can't address any problems. I had none with the plan people or the inspector.

Plan Examination is way too detailed and lacks any resemblance of knowledge about field work.

More cooperation to get inspection done.

The tent was to be erected on Friday, June 16. The permit received on Tuesday, July 18. A bit late don't you think!

No suggestions.

Lower the cost of permits! It's more for a garage addition than a permit for a whole garage.